



# Installation Notes for the Catalyst 2960-8TC, Catalyst 2960G-8TC, and Catalyst 3560-8PC Switches Cable Guard

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**December 2006**

This installation note provides instructions for attaching a cable guard to the Catalyst 2960-8TC, Catalyst 2960G-8TC, and Catalyst 3560-8PC switches. These switches have their own specific cable guard.

- The Catalyst 2960-8TC switch: cable guard part number CBLGRD-C2960-8TC=
- The Catalyst 2960G-8TC switch: cable guard part number CBLGRD-C2960G-8TC=
- The Catalyst 3560-8PC switch: cable guard part number CBLGRD-C3560-8PC=

The cable guard secures cables that are connected to the switch and provides extra security against the switch being removed after it is installed.

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# Conventions

This document uses these conventions and symbols for notes, cautions, and warnings:



**Note**

Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.



**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.



**Warning**

## IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. To see translations of the warnings that appear in this publication, refer to the translated safety warnings that accompanied this device.

**Note: SAVE THESE INSTRUCTIONS**

**Note:** This documentation is to be used in conjunction with the specific product installation guide that shipped with the product. Please refer to the Installation Guide, Configuration Guide, or other enclosed additional documentation for further details.

**Waarschuwing**

## BELANGRIJKE VEILIGHEIDSIINSTRUCTIES

Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van de standaard praktijken om ongelukken te voorkomen. Voor een vertaling van de waarschuwingen die in deze publicatie verschijnen, dient u de vertaalde veiligheidswaarschuwingen te raadplegen die bij dit apparaat worden geleverd.

**Opmerking BEWAAR DEZE INSTRUCTIES.**

**Opmerking** Deze documentatie dient gebruikt te worden in combinatie met de installatiehandleiding voor het specifieke product die bij het product wordt geleverd. Raadpleeg de installatiehandleiding, configuratiehandleiding of andere verdere ingesloten documentatie voor meer informatie.

**Varoitus TÄRKEITÄ TURVALLISUUTEEN LIITTYVIÄ OHJEITA**

Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista. Tässä asiakirjassa esitettyjen varoitusten käännökset löydät laitteen mukana toimitetuista ohjeista.

**Huomautus SÄILYTÄ NÄMÄ OHJEET**

Huomautus Tämä asiakirja on tarkoitettu käytettäväksi yhdessä tuotteen mukana tulleen asennusoppaan kanssa. Katso lisätietoja asennusoppaasta, kokoonpano-oppaasta ja muista mukana toimitetuista asiakirjoista.

**Attention IMPORTANTES INFORMATIONS DE SÉCURITÉ**

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant causer des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions d'avertissements figurant dans cette publication, consultez les consignes de sécurité traduites qui accompagnent cet appareil.

**Remarque CONSERVEZ CES INFORMATIONS**

Remarque Cette documentation doit être utilisée avec le guide spécifique d'installation du produit qui accompagne ce dernier. Veuillez vous reporter au Guide d'installation, au Guide de configuration, ou à toute autre documentation jointe pour de plus amples renseignements.

**Warnung WICHTIGE SICHERHEITSANWEISUNGEN**

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewusst. Übersetzungen der in dieser Veröffentlichung enthaltenen Warnhinweise sind im Lieferumfang des Geräts enthalten.

**Hinweis BEWAHREN SIE DIESE SICHERHEITSANWEISUNGEN AUF**

Hinweis Dieses Handbuch ist zum Gebrauch in Verbindung mit dem Installationshandbuch für Ihr Gerät bestimmt, das dem Gerät beiliegt. Entnehmen Sie bitte alle weiteren Informationen dem Handbuch (Installations- oder Konfigurationshandbuch o. Ä.) für Ihr spezifisches Gerät.

**Figyelem! FONTOS BIZTONSÁGI ELŐÍRÁSOK**

Ez a figyelmeztető jel veszélyre utal. Sérülésveszélyt rejtő helyzetben van. Mielőtt bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplő figyelmeztetések fordítása a készülékhez mellékelt biztonsági figyelmeztetések között található.

**Megjegyzés ŐRIZZE MEG EZEKET AZ UTASÍTÁSOKAT!**

Megjegyzés Ezt a dokumentációt a készülékhez mellékelt üzembe helyezési útmutatóval együtt kell használni. További tudnivalók a mellékelt Üzembe helyezési útmutatóban (Installation Guide), Konfigurációs útmutatóban (Configuration Guide) vagy más dokumentumban találhatók.

**Avvertenza**     **IMPORTANTI ISTRUZIONI SULLA SICUREZZA**

Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Per le traduzioni delle avvertenze riportate in questo documento, vedere le avvertenze di sicurezza che accompagnano questo dispositivo.

**Nota CONSERVARE QUESTE ISTRUZIONI**

**Nota** La presente documentazione va usata congiuntamente alla guida di installazione specifica spedita con il prodotto. Per maggiori informazioni, consultare la Guida all'installazione, la Guida alla configurazione o altra documentazione acclusa.

**Advarsel**     **VIKTIGE SIKKERHETSINSTRUKSJONER**

Dette varselssymbolet betyr fare. Du befinner deg i en situasjon som kan forårsake personskade. Før du utfører arbeid med utstyret, bør du være oppmerksom på farene som er forbundet med elektriske kretssystemer, og du bør være kjent med vanlig praksis for å unngå ulykker. For å se oversettelser av advarslene i denne publikasjonen, se de oversatte sikkerhetsvarslene som følger med denne enheten.

**Merk TA VARE PÅ DISSE INSTRUKSJONENE**

**Merk** Denne dokumentasjonen skal brukes i forbindelse med den spesifikke installasjonsveiledningen som fulgte med produktet. Vennligst se installasjonsveiledningen, konfigureringsveiledningen eller annen vedlagt tilleggsdokumentasjon for detaljer.

**Aviso**     **INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

Este símbolo de aviso significa perigo. O utilizador encontra-se numa situação que poderá ser causadora de lesões corporais. Antes de iniciar a utilização de qualquer equipamento, tenha em atenção os perigos envolvidos no manuseamento de circuitos eléctricos e familiarize-se com as práticas habituais de prevenção de acidentes. Para ver traduções dos avisos incluídos nesta publicação, consulte os avisos de segurança traduzidos que acompanham este dispositivo.

**Nota GUARDE ESTAS INSTRUÇÕES**

**Nota** Esta documentação destina-se a ser utilizada em conjunto com o manual de instalação incluído com o produto específico. Consulte o manual de instalação, o manual de configuração ou outra documentação adicional inclusa, para obter mais informações.

**¡Advertencia!**     **INSTRUCCIONES IMPORTANTES DE SEGURIDAD**

Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Vea las traducciones de las advertencias que acompañan a este dispositivo.

**Nota GUARDE ESTAS INSTRUCCIONES**

**Nota** Esta documentación está pensada para ser utilizada con la guía de instalación del producto que lo acompaña. Si necesita más detalles, consulte la Guía de instalación, la Guía de configuración o cualquier documentación adicional adjunta.

**Varning! VIKTIGA SÄKERHETSANVISNINGAR**

**Denna varningssignal signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanliga förfaranden för att förebygga olyckor. Se översättningarna av de varningsmeddelanden som finns i denna publikation, och se de översatta säkerhetsvarningarna som medföljer denna anordning.**

**OBS! SPARA DESSA ANVISNINGAR**

**OBS! Denna dokumentation ska användas i samband med den specifika produktinstallationshandbok som medföljde produkten. Se installationshandboken, konfigurationshandboken eller annan bifogad ytterligare dokumentation för närmare detaljer.**

**Предупреждение ВАЖНЫЕ СВЕДЕНИЯ ПО БЕЗОПАСНОСТИ**

Этот символ предупреждает о наличии опасности. При неправильных действиях возможно получение травм. Перед началом работы с любым оборудованием необходимо ознакомиться с ситуациями, в которых возможно поражение электротоком, и со стандартными действиями для предотвращения несчастных случаев. Переведенный текст предупреждений содержится в соответствующем документе, поставляемом вместе с устройством.

Примечание СОХРАНЯЙТЕ ЭТУ ИНСТРУКЦИЮ

Примечание Эта инструкция должна использоваться вместе с руководством по установке конкретного изделия, входящим в комплект поставки. Дополнительные сведения см. в руководстве по установке, руководстве по настройке и другой документации, поставляемой с изделием.

**警告 有关安全的重要说明**

这个警告符号指有危险。您所处的环境可能使身体受伤。操作设备前必须意识到电流的危险性，务必熟悉操作标准，以防发生事故。如果需要了解本说明中出现的警告符号的译文，请参阅本装置所附之安全警告译文。

注意 保存这些说明

注意 本文件应与本产品附带的具体安装说明一并阅读。如欲了解详情，请参阅《安装说明》、《配置说明》或所附的其他文件。

**警告 安全上の重要な注意事項**

「危険」の意味です。人身事故を予防するための注意事項が記述されています。装置の取り扱い作業を行うときは、電気回路の危険性に注意し、一般的な事故防止対策に留意してください。このマニュアルに記載されている警告の各国語版は、装置に付属の「Translated Safety Warnings」を参照してください。

注 これらの注意事項を保管しておいてください。

注 この資料は、製品に付属のインストレーション ガイドと併用してください。詳細は、インストレーション ガイド、コンフィギュレーション ガイド、または添付されているその他のマニュアルを参照してください。

# Installation

This section describes how to attach the cable guard to a switch and to mount the switch on a wall or on or under a desk.

## EMC Regulatory Statements

### U.S.A.

U.S. regulatory information for this product is at the back of this document.

### Taiwan



**Warning**

**This is a Class A Information Product, when used in residential environment, it may cause radio frequency interference, under such circumstances, the user may be requested to take appropriate countermeasures.**

警告

這是甲類資訊產品，在居住環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

### Hungary



**Warning**

**This equipment is a class A product and should be used and installed properly according to the Hungarian EMC Class A requirements (MSZEN55022). Class A equipment is designed for typical commercial establishments for which special conditions of installation and protection distance are used.**

**Figyelmeztetés**

**Figyelmeztetés a felhasználói kézikönyv számára: Ez a berendezés "A" osztályú termék, felhasználására és üzembe helyezésére a magyar EMC "A" osztályú követelményeknek (MSZ EN 55022) megfelelően kerülhet sor, illetve ezen "A" osztályú berendezések csak megfelelő kereskedelmi forrásból származhatnak, amelyek biztosítják a megfelelő speciális üzembe helyezési körülményeket és biztonságos üzemelési távolságok alkalmazását.**

## Package Contents

The cable guard is shipped with these items:

- *Installation Notes for the Catalyst 2960-8TC, Catalyst 2960G-8TC, and Catalyst 3560-8PC Switches Cable Guard*
- One 0.25 in. (0.64 cm) number-8 Phillips pan-head screw
- Two 0.5 in. (1.27 cm) number-8 Phillips pan-head screws
- Four number-8 Phillips pan-head, self-tapping screws

**Note**

In some installations, you also need the screw template and three number-8 Phillips pan-head screws. These are included in the accessory kit with the switch.

## Installation Guidelines

Connect all cables to the switch before attaching the cable guard to it. Then mount the switch, with the cable guard attached, on a wall or on or under a desk.

**Note**

Cables cannot be connected to the switch after the cable guard is attached. For information about connecting devices to the switch, refer to the hardware installation guide.

**Note**

We strongly recommend that you do not wall-mount the switch with its front panel facing up. We recommend wall-mounting the switch with its front panel facing down to prevent airflow restriction and to provide easier access to the cables.

Before you begin, decide how to mount the switch by reviewing these sections:

- [“Installing the Switch On a Wall \(Front Panel Facing Down\)” section on page 8](#)
- [“Installing the Switch On or Under a Desk” section on page 13](#)
- [“Magnet-Mounting the Switch” section on page 13](#)

## Installing the Switch On a Wall (Front Panel Facing Down)

To install the switch with the front panel facing down, follow these steps:

- 
- Step 1** Locate the screw template (included in the switch accessory kit). The template is used to align the mounting screw holes and is also used as a guide to make sure that the screws are installed in the wall with proper clearance.
- Step 2** Position the screw template so that the two side-by-side slots face toward the floor, as shown in [Figure 1](#). For the best support of a switch with an attached cable guard, secure the screws to a wall stud or to a firmly attached plywood mounting backboard.
- Step 3** Peel the adhesive strip off the bottom of the screw template.
- Step 4** Attach the screw template to the wall.
- Step 5** Use a 0.144-in. (3.7 mm) or a #27 drill bit to drill three 1/2-in. (12.7 mm) holes in the wall, using the screw template slots for alignment.
- Step 6** Insert the three number-8 Phillips pan-head screws (included in the switch accessory kit) in the slots on the screw template, and tighten until they touch the top of the screw template. See [Figure 1](#).

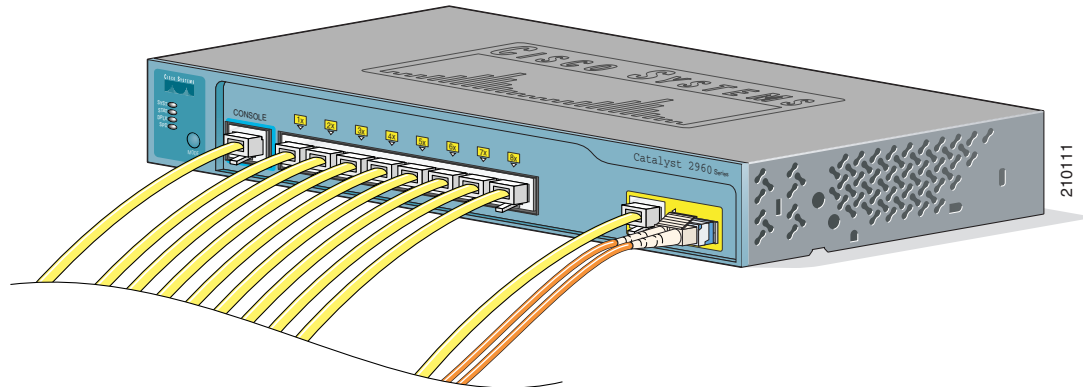
**Figure 1**      *Installing the Mounting Screws on a Wall*

<b>1</b>	Wall	<b>3</b>	Screw template from switch accessory kit
<b>2</b>	Screws from switch accessory kit		



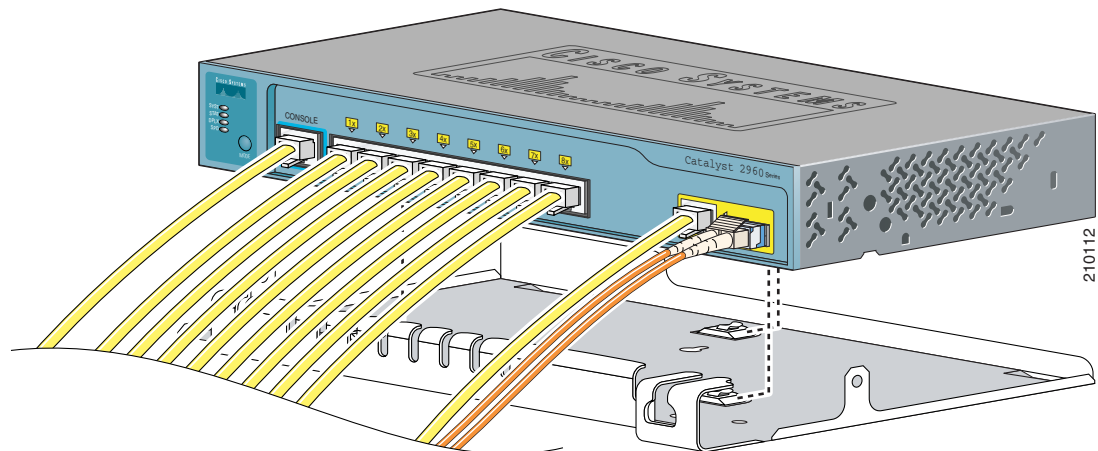
- Step 7** Remove the screw template from the wall.
- Step 8** Attach the cables to the switch, as shown in [Figure 2](#). For information about devices that can be connected to the switch, refer to the hardware installation guide for your switch.

**Figure 2** *Attaching Cables to the Switch*



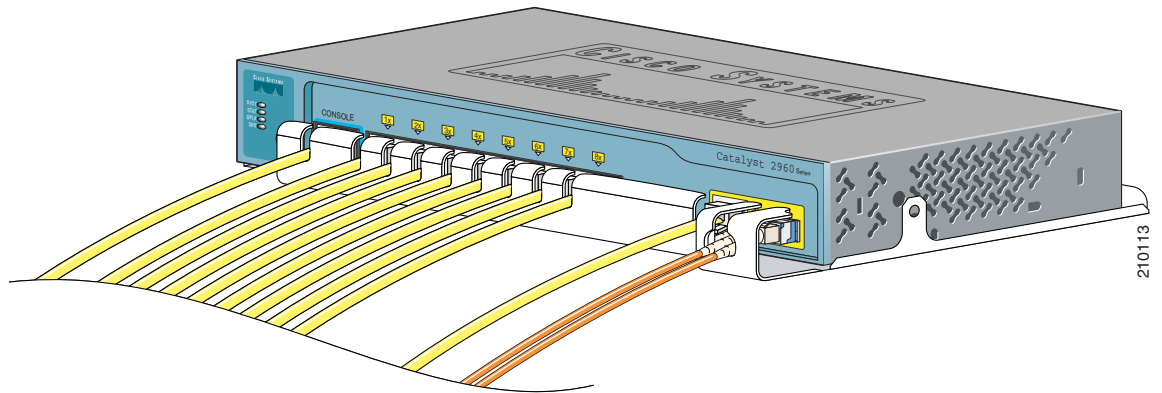
- Step 9** Slide the switch into the cable guard, as shown in [Figure 3](#). Three hooks on the top of the cable guard secure the bottom of the switch against the cable guard.

**Figure 3** *Sliding Switch into Cable Guard*



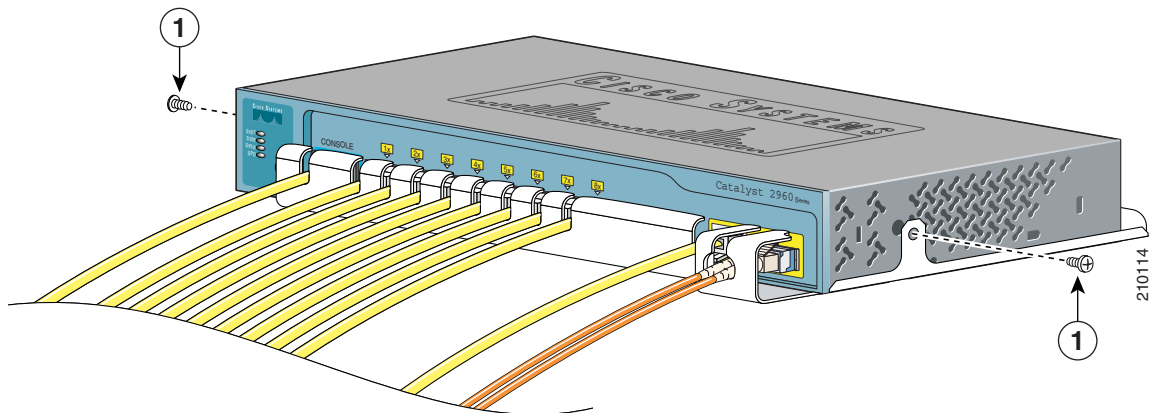
- Step 10** Guide the connected cables through the slots in the front of the cable guard, as shown in [Figure 4](#).

**Figure 4** *Cables Routed Through Slots In Cable Guard*



- Step 11** Use the two supplied 0.5 in. (1.27 cm) number-8 Phillips pan-head screws to attach the front of the cable guard to the switch, as shown in [Figure 5](#).

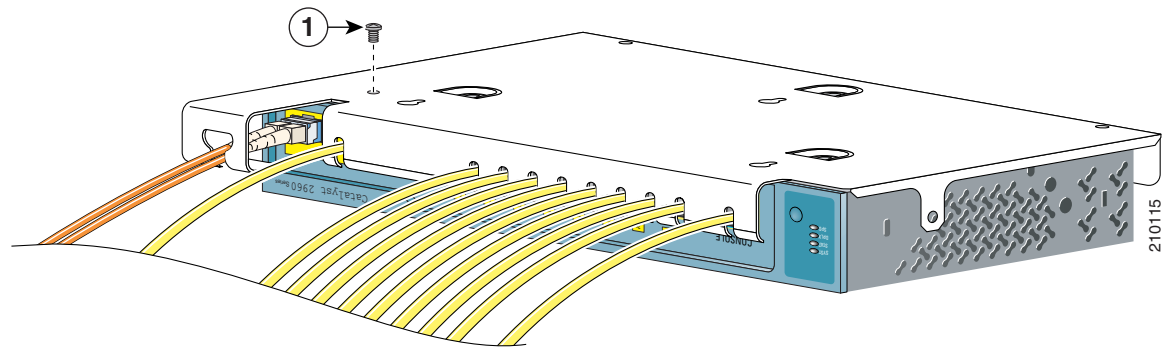
**Figure 5** *Attaching Front Mounting Screws to the Switch*



<b>1</b>	Screws from cable guard kit
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- Step 12** (Optional) Use the supplied 0.25 in. (0.64 cm) number-8 Phillips pan-head screw to attach the bottom of the switch to the cable guard, as shown in [Figure 6](#). This optional screw helps prevent the switch from being easily removed from the cable guard.

**Figure 6** (Optional) Attaching Screw to Bottom of Switch



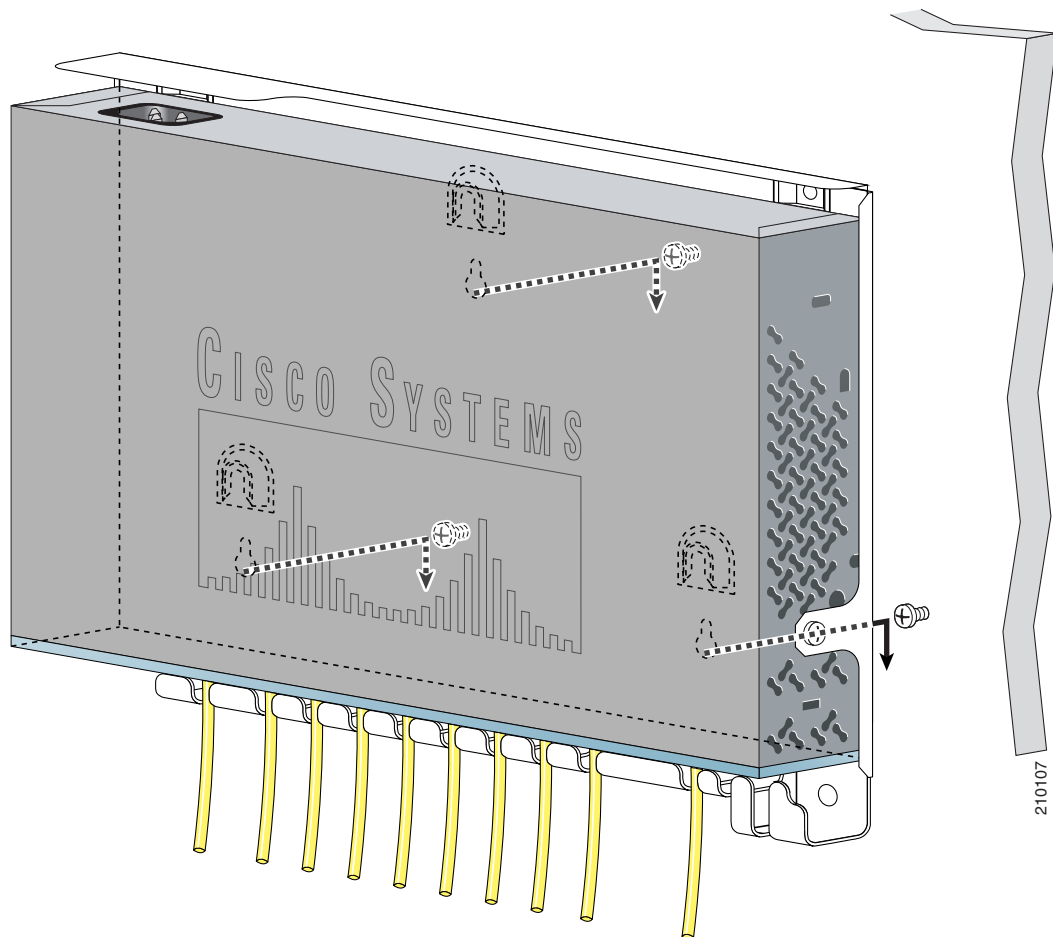
<b>1</b>	Screw from cable guard kit
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- Step 13** Slide the switch with an attached cable guard onto the three mounting screws, as shown in [Figure 7](#). The cable guard is made of thicker material than the switch chassis. To make sure that a switch with an attached cable guard securely slides onto the screws, you might need to loosen them slightly before sliding the switch onto them.



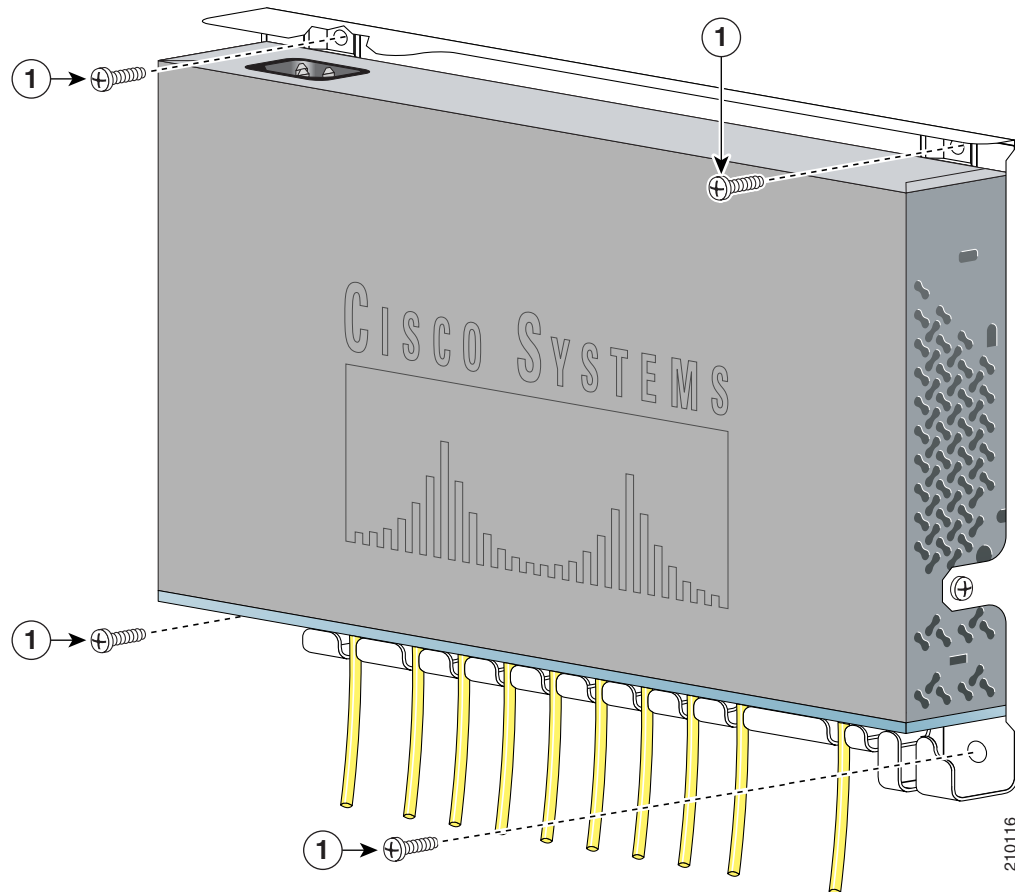
**Note** We strongly recommend that you do not wall-mount the switch with its front panel facing up. We recommend wall-mounting the switch with its front panel facing down to prevent airflow restriction and to provide easier access to the cables.

**Figure 7** *Sliding the Switch onto the Mounting Screws*



- Step 14** (Optional) Use the four number-8 Phillips pan-head screws from the cable guard kit to further secure the switch on the wall, as shown in [Figure 8](#).

**Figure 8** *Securing the Switch on Wall*



1	Screws from cable guard kit
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## Installing the Switch On or Under a Desk

You can install a switch with an attached cable guard on or under a desk. Follow the same steps in the [“Installing the Switch On a Wall \(Front Panel Facing Down\)”](#) section on page 8, but use the screw template to install the mounting screws on or under the desk instead of on a wall.

## Magnet-Mounting the Switch

You can mount a switch with an attached cable guard by using the magnet supplied with the switch. See the switch hardware installation guide for more information.

## Related Documentation

You can order printed copies of documents with a DOC-xxxxxx= number. For more information, see the “Obtaining Documentation” section on page 15.

These documents provide complete information about the Catalyst 2960-8TC and Catalyst 2960G-8TC switches and are available from this Cisco.com site:

[http://www.cisco.com/en/US/products/ps6406/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6406/tsd_products_support_series_home.html)

- *Release Notes for the Catalyst 3750, 3560, 2970, and 2960 Switches* (not orderable but available on Cisco.com)




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**Note** Before installing, configuring, or upgrading the switch, refer to the release notes on Cisco.com for the latest information.

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- *Catalyst 2960 Switch Software Configuration Guide* (not orderable but available on Cisco.com)
- *Catalyst 2960 Switch Command Reference* (not orderable but available on Cisco.com)
- *Catalyst 3750, 3560, 3550, 2970, and 2960 Switch System Message Guide* (not orderable but available on Cisco.com)
- Device manager online help (available on the switch)
- *Catalyst 2960-8TC and Catalyst 2960G-8TC Switches Getting Started Guide* (order number DOC-7817922=)




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**Note** The *Catalyst 2960-8TC and Catalyst 2960G-8TC Switches Getting Started Guide* (order number DOC-7817922=) is available only in English.

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- Regulatory Compliance and Safety Information for the Catalyst 2960 Switch (order number DOC-7816880=)

These documents provide complete information about the Catalyst 3560-8PC switch and are available from this Cisco.com site:

[http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd_products_support_series_home.html)

- *Release Notes for the Catalyst 3750, 3560, 2970, and 2960 Switches* (not orderable but available on Cisco.com)




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**Note** Before installing, configuring, or upgrading the switch, see the release notes on Cisco.com for the latest information.

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- *Catalyst 3560 Switch Software Configuration Guide* (order number DOC-7816156=)
- *Catalyst 3560 Switch Command Reference* (order number DOC-7816155=)
- *Catalyst 3750, 3560, 3550, 2970, and 2960 Switch System Message Guide* (order number DOC-7816154=)
- Device manager online help (available on the switch)
- *Catalyst 3560 Switch Getting Started Guide* (order number DOC-7816660=)
- *Regulatory Compliance and Safety Information for the Catalyst 3560 Switch* (order number DOC-7816665=)

## Where to Go Next

For further information about installing the switches, refer to the hardware installation guide for your switch.

For information about configuring the switches, refer to the appropriate software configuration guide and the command reference for your switch.

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

### Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

### Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only — [security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies — [psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



### Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security



Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

## Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: <http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL: <http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



### Note

Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting

**show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.



**Tip**

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:  
<http://www.cisco.com/offer/subscribe>
- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:  
<http://www.cisco.com/go/guide>
- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:  
<http://www.ciscopress.com>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:  
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:  
<http://www.cisco.com/discuss/networking>

- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtnucd/136957.htm>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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The following information is for FCC compliance of Class A devices: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case users will be required to correct the interference at their own expense.

The following information is for FCC compliance of Class B devices: The equipment described in this manual generates and may radiate radio-frequency energy. If it is not installed in accordance with Cisco’s installation instructions, it may cause interference with radio and television reception. This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in part 15 of the FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

Modifying the equipment without Cisco’s written authorization may result in the equipment no longer complying with FCC requirements for Class A or Class B digital devices. In that event, your right to use the equipment may be limited by FCC regulations, and you may be required to correct any interference to radio or television communications at your own expense.

You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the Cisco equipment or one of its peripheral devices. If the equipment causes interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move the equipment to one side or the other of the television or radio.
- Move the equipment farther away from the television or radio.
- Plug the equipment into an outlet that is on a different circuit from the television or radio. (That is, make certain the equipment and the television or radio are on circuits controlled by different circuit breakers or fuses.)

Modifications to this product not authorized by Cisco Systems, Inc. could void the FCC approval and negate your authority to operate the product.

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